

## 4Mix International (Pty) Ltd Privacy Notice

### **Introduction:**

The Privacy Notice explains how 4Mix International (Pty) Ltd obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At 4Mix International (Pty) Ltd we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### **Who we are:**

At 4Mix International, we are firm believers in the mantra of unlocking the potential available in every animal for their primary products. Firstly, there is a need to define the potential referred to. Over the course of the thousands of years that man has domesticated animals, he has constantly selected (first passively and more recently, deliberately) for better genetics. Some examples include better temperament, mothering abilities, meat production, hardiness, milk production, wool production and many more. Modern animal genetics available and in use worldwide have been bettered and intensified over the course of the previous century, due to the need for increased yields to meet the ever-growing demand for food security.

Thus, for every animal to meet the genetic potential contained within, other factors such as management, rearing conditions, animal health and nutritional status also need to be optimized. That is why our focus at 4Mix is to ensure the best possible health for the animal, and a key method of supplying this to the animal is through quality feed ingredients and additives. 70% of the immune system is driven by the health status of the gastro-intestinal tract (GIT), which highlights the importance of ensuring a healthy gut – whether it is in monogastric or in ruminants.

With the symbiotic working relationship, we maintain with our consultants, veterinarians and external experts; we believe our technical team can impart the knowledge required to meet the potential in every one of your animals. Coupled with our sales consultants, who are the interface with our clients, we will be able to offer solutions to specific demands and requirements. We believe in offering the highest quality all-round service to meet our clients’ needs, and therein making the fundamental difference.

### **The type of personal information we collect:**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name, contact number and email address.

### **How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- The information will be collected directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- Information collected will be provided to us by you where we will have access to your name, surname, email address and contact details.
- Information provided will be regarding services provided at 4Mix International (Pty) Ltd.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

We use the information that you have given us in order to:

- We will use your personal information only for the purposes for which it was collected and agreed with you.
- Personal information such as contact details will be obtained in order for one of our technical experts to contact you regarding any enquiries made relating to and not limited to the services we provide.

We may share this information with:

- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.
- Information is shared with relevant departments to who the enquiry is meant for. Each department ensures strict confidentiality, security and privacy are maintained.

#### **When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
  - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
  - The processing complies with an **obligation** imposed by law on the business;
  - The processing protects a **legitimate** interest of the data subject;
  - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

#### **How we store your personal information:**

Your information is securely stored:

Electronically

Hard Copy

We keep your information for as long as the information is used and at least 1 year thereafter, should the information become obsolete. We will then dispose your information securely when no longer required. The information will be disposed of correctly in line with the companies Data Destruction Policy as well as applicable legislation, ensuring the proper destruction and removal of data in such a way that it will no longer be accessible or retrievable.

#### **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to Chantel Jacobs at chantel@4mix.co.za. We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request 4 Mix International (Pty) Ltd to correct or supplement any of your personal data which 4 Mix International (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Chantel Jacobs our Information Officer and Ronel de Lange, our Deputy Information Officers will consider your request in light of any other laws or regulations prohibiting 4 Mix International (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [+2712-803 1472](tel:+2712-8031472) if you wish to make a request.

**Contact details:**

**Information Officer:**

Name: Chantel Jacobs

Address: 211 Vivian Road, Willow Park Manor, Pretoria

Phone Number: +2712-803 1472

E-mail: [chantel@4mix.co.za](mailto:chantel@4mix.co.za)

**Deputy Information Officer:**

Name: Ronel de Lange

Address: 211 Vivian Road, Willow Park Manor, Pretoria

Phone Number: +2712-803 1472

E-mail: [ronel@4mix.co.za](mailto:ronel@4mix.co.za)

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [chantel@4mix.co.za](mailto:chantel@4mix.co.za)

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)